Position Description

Labor Category/FLSA: Exempt

_____ **Current or** __X__ **Proposed Specific Description**

Date Prepared: 06/27/03

Approving Official: **Name:** H. Paul Busch **Signature:** H Paul Busch
Title: HR Specialist

Position Title/Series/Grade: Facility Operations Specialist, GS-1640-12

REFERENCES: Job Family Position Classification Standard for Administrative Work in the Equipment, Facilities, and Services Group, GS-1600 dated May 2003

TITLE AND SERIES DETERMINATION: The position is responsible for various administrative functions related to the maintenance, operations, renovations and alterations of NIH facilities. The Facility Operations Specialist is responsible for short- and long-term strategic planning, budget development, procurement of supplies, material and services, identification of requirements and priorities and delivery of goods and services. Some duties of the position include: directs testing of repaired systems and new construction projects for operation and safety; review and analyzation of maintenance history records and deficiency reports; ensures the proper operation of all mechanical and electrical equipment and the proper repairs of all structural facilities; conducts analysis and assessments to determine capacity of utility systems; coordinates projects, oversees the work, monitors expenditures, and serves as a technical advisor on major repairs, replacements and alterations. These duties are all examples of tasks in the Facility Operations Services, GS-1640 series. The series covers two-grade interval positions that supervise, lead, or perform administrative work that involves operating or maintaining buildings, facilities and utility systems. Maintenance, repair, modifications, upgrades and replacement of facilities and equipment, inspection of structures, assuring compliance with specifications and codes, and determining and justifying budget requests are all examples of this series. The proper title and series for this position is Facility Operations Specialist, GS-1640.

GRADE LEVEL DETERMINATION: Please see attached factor sheets for Factor Level Descriptions, Total Points and Grade Assignment.

FACILITIES OPERATIONS SPECIALIST, GS-1640-12

Factor	Factor Level Description	Points Assigned
1. Knowledge Required by the Position	1-7	1250
2. Supervisory Controls	2-4	450
3. Guidelines	3-4	450
4. Complexity	4-5	325
5. Scope and Effect	5-3	150
6. Personal Contacts	2	
7. Purpose of Contacts	C	145
8. Physical Demands	8-2	20
9. Work Environment	9-1	5
TOTAL POINTS		2795

GRADE CONVERSION	POINT RANGE: 2755-3150	GRADE: 12

Standards used to evaluate the position: Job Family Position Classification Standard for Administrative Work in the Equipment, Facilities, and Services Group, GS-1600, dated May 2003

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Installation National Institutes of Health, Bethesda, MD

Title: Facility Operations Specialist
Occ Series: 1640
Pay Plan: GS
Grade: 12

Introductory Statement: The Division of Property Management (DPM) serves all of the NIH Community by providing support for renovations, new construction and maintenance of existing facilities, utilities and grounds. The Division provides professional leadership for the engineering programs of the National Institutes of Health (NIH). The scope of DPM operations is such that the effectiveness with which they are carried out has a major and direct effect on the worldwide biomedical research programs of the NIH. In addition to the main facilities at the Bethesda Campus and in Poolesville, MD, NIH has facilities at Research Triangle Park, North Carolina, Rocky Mountain Laboratory in Montana and the Gerontology Research Center in Baltimore, MD.

This position is organizationally located within the DPM, Maintenance Support Team and is responsible various functions related to the maintenance, operations and renovation and alteration of NIH facilities that are the responsibility of the Most Efficient Organization (MEO) as determined by ORF/DPM management as part of the A-76 process.

Duties

Major Duties and Responsibilities

Incumbent serves as a lead program specialist for an assigned functional component of the MEO's comprehensive facilities operations, maintenance, repair and alterations program. These programs incorporate such operations maintenance strategies as reliability centered/predictive maintenance and preventive maintenance as well as various project management strategies to accomplish repairs, replacement and alteration that will ensure the efficient and effective operation and use of NIH facilities. The incumbent applies analytical skill and expert knowledge of mechanical, electrical, and/or structural facilities engineering operations to projects, problems, and studies related to the evaluation and improvement of the assigned program. The incumbent serves as one of the MEO's primary contacts for all issues related to the assigned facilities program, including short- and long-term strategic planning, budget development, procurement of supplies, materials, and services, identification of requirements and priorities, and delivery of goods and services. Incumbent has frequent contact with a wide cross-section of the DPM and NIH community and is required to write and revise standard operating procedures, initiate and

prepare contract package documentation, prepare technical reports and program requirements, and justify budget requirements for the operation, maintenance, repair and alteration of NIH facilities.

Areas of responsibility include:

Develops, establishes, manages, and evaluates a mechanical, electrical, and/or structural component of the assigned program which utilizes various complex, engineering and technical approaches and methods. Directs the performance testing of completed electrical, mechanical, or structural systems and functional testing of completed construction projects to ensure effective and efficient operating characteristics and capacities, operation of controls, and safety devices. Oversees the administration of maintenance history records and reviews all maintenance records and deficiency reports to determine when a major repair, overhaul, or replacement of equipment and/or facilities is required. Reviews and analyzes maintenance and repair histories, records, and data and identifies trends and common denominators among equipment across NIH facilities (e.g. recurring abnormalities and/or malfunctioning of equipment). Benchmarks with other Federal agencies and equipment users to compare problems/issues with same or similar equipment. Maintains copious records, files, and inventory on all building equipment and utilizes the Computerized Maintenance Management System (CCMS) and Computer Aided Facility Management (CAFM) system databases to process each of the building records.

Develops maintenance inspection specifications and guides to ensure the proper operation of all capital equipment (mechanical and electrical) and the proper repairs of structural facilities. Maintains current knowledge of all applicable standards and criteria for maintaining American Association for Accreditation of Laboratory Animal Care (AAALAC) accreditation for NIH's animal facilities and Joint Commission of Accreditation Health Care Organizations (JCAHO) accreditation for the Clinical Center Hospital. The incumbent works closely with various DPM level staff to identify areas where improvements can be made and collaborates to resolve major problems that could impact accreditation and therefore significantly impact scientific programs. Provides quality assurance through routine scheduled and unscheduled inspections of government-owned equipment to ensure effective and efficient operation and prepares progress, deficiency, and completion reports on work inspected. Maintains and updates all master facility files on all capital equipment for his assigned functional/jurisdiction.

Prepares and performs an analysis of facility assessment results to develop short- and long-term strategies, plans, and requirements for facilities engineering maintenance and repair and to accommodate increased loads/demands on utility systems. Recognizes areas where improvement or changes are needed and exercises sound, reliable judgment in recommending actions to improve effectiveness and efficiency of the facility to support the medical research mission. Independently evaluates data and other variables such as budgetary constraints, estimated cost work, facility/equipment usage, planned modernization or demolishment, and plans for additional changes; recommends project strategies, requirements, and priorities based on evaluation that meet IC and physical plant needs. Provides technical assistance and program resource requirements for global issues pertaining to facility operations including repairs,

renovations, upgrades, building automation systems, and building/utility inspections.

Develops both short- and long-range budgetary requirements for the DPM operating budget and the NIH Building and Facilities Five-Year Plan, including such programs as repairs and improvements, maintenance and alterations, and essential health and safety. Provides input into the DPM budget proposal based on analysis of planned and projected major building system repair or replacement requirements. After NIH budget decisions are made and DPM receives it allocation, incumbent evaluates work to be done in specialized functional areas (e.g., distribution systems, automatic building systems, sewer systems, lighting systems, electrical systems, etc.) and independently prioritize projects/studies within broader electrical, mechanical, or structural component. Develops and presents strategies that maximize the use of funding to deciding officials. Makes recommendations regarding priorities and work to be done based on such variables as projected energy and cost effectiveness of maintenance and repair; additional and/or projected load requirements; potential impact on research programs and employees' health and safety; budgetary constraints; changes in technology; and overall DPM priorities. Independently implements decisions by initiating/coordinating project execution mechanism, scheduling and overseeing the work, monitoring expenditures, and requesting additional funding for new or previously unidentified project requirements. During the course of implementation, revises strategies based on program funding changes and additional constraints. Works with fiscal authorities to ensure highest program priorities are met.

Initiates and prepares a wide range of indefinite delivery order, task order, and full service maintenance and construction and performance-based contracts (including re-competition) that are typically multi-year and multi-contractor, are in excess of $1 million, and are used by various PWB operations sections. Serves as the contracting officer's technical representative (COTR) on the same. Provides quality control oversight to ensure that all work executed by the MEO sections is within the contract requirements for both quality and quantity and budgetary oversight to ensure that there are resources allocated for the project during the fiscal year it is executed. Ensure that maintenance, repair and alteration projects executed by the PWB sections are in compliance with the DES master plan, budgetary restraints, the infrastructure enhancement program, maintenance needs, and other objectives of the physical plant operations. The incumbent may also serve as the project officer for the above contracts when directed by the MEO Chief and as warranted by the workload and project complexity.

Serves as a technical advisor, project officer, and/or inspector for major or emergency repairs, alterations or replacements of NIH facilities and of normal contract repairs as directed by the Chief, MEO. Collaborates with interested/affected IC personnel and contractors to assess and develop scope of work projects. Coordinates and resolves conflicts between the Institute, vendor and clients of NIH including components of DPM to assure that operating requirements are included in IC projects and are completed to both the satisfaction of the Institute and DPM. Prepares repair/replacement designs, cost estimates, contract drawings, and contract specifications and serves as advisor or project officer during the construction process. During the design phase of the major/emergency repair/replacement, selects designers and construction contractors for the project and meets with Institute personnel, architectural/engineering firms,

and contractors to initiate/participate in project planning. Analyze, develops, and evaluates the architectural/engineering scope of work; develops project requirements and to ensure that NIH/IC needs are met. Develops the project budget, including design, construction, and support service costs. Oversees management of project funds and resolves obligation and commitment issues/problems that occur. Develops and manages quality assurance plans and evaluates work to ensure that workmanship standards and agency requirements are met. Provides guidance to architects, engineers, planners, research administrators, environmental experts, construction contractors, suppliers, and facility maintenance personnel.

Maintains a heterogeneous knowledge of evolving technology in construction techniques and materials that facilitate solving new or unusual technical problems. Reviews new construction and design plans for maintenance and repair operations issues and implications. Reviews and evaluates samples of new materials, methods, and/or specifications submitted by manufacturers to ensure the adherence to DES operating requirements and performance standards. Makes recommendations regarding the acceptance or rejection of the use of these materials or methods to DPM management.

Performs other duties as assigned

Factor Level Descriptions

Factor 1: Knowledge Required by the Position

Effective performance of the duties of this position require a combination of administrative, analytical, and engineering technical knowledge, skills, and abilities:

Knowledge of the assigned functional component of the MEO's comprehensive facilities operations, maintenance, repair and alterations programs. These programs incorporate such operations maintenance strategies as reliability centered/predictive maintenance and preventive maintenance as well as various project management strategies to accomplish repair, replacement and alteration that will ensure the efficient and effective operation and use of NIH facilities.

Knowledge of the Federal, NIH, and ORF budget, acquisition, and contract management policies, procedures, and mechanisms and ability to understand and apply budgetary implications (short- and long-range) of project plans in the development and maintenance and repair requirements.

Knowledge of the mission, goals, objectives, and operations of the DPM and ORF in order to fully and successfully integrate the assigned program with all organizational components.

Skill in applying analytical and evaluative techniques to determine, proposes, and analyzes maintenance and repair requirements.

Ability to exercise independent judgment, initiative, and resourcefulness in carrying out duties and responsibilities.

Knowledge of a variety of facilities engineering operations and broad knowledge of trades, such as heating, ventilating, and air conditioning; refrigeration; electrical; electronics; pipefitting; plumbing; and carpentry. A working knowledge of the fields of civil, electrical, industrial, and/or mechanical engineering and knowledge of construction techniques and construction management is also required. Incumbent must be able to justify his/her findings, opinions, and recommendations, and the soundness of the engineering decisions leading to them.

Knowledge of design principles and design guidelines and criteria for reviewing construction plans and specification prepared by A/E firms for potential operations and maintenance problems in all types of facilities including buildings, hospitals, utility distribution systems, power plants, laboratories, and offices.

Knowledge of Occupational Safety and Health Administration (OSHA) workplace regulations; Building Officials and Code Administrators (BOCA) building codes; National Fire Prevention Association (NFPA) codes; National Electric Coce (NEC); American Association for Accreditation of Laboratory Animal Care guidelines and requirements; Joint Commission of Accreditation Health Care Organizations hospital accreditation requirements; Americans With Disabilities Act & Uniform Federal Accessibility Standards; and other related requirements.

Skill in oral and interpersonal communication in order to effectively interact with individuals at all organizational levels within outside of the ORS.

Skill in written communication in order to write and revise documents related to budget, acquisition, and contract management processes.

Factor 2: Supervisory Controls

The incumbent works under the general supervision of the Chief, Maintenance Support Team of the MEO; supervision consists primarily of consultation on major problems. The incumbent exercises a high degree of independence in planning and carrying out all aspects of the work and in resolving problems that arise. The incumbent is responsible for planning and organizing the program (from inception to completion), estimating budgetary requirements, and program implementation. Area of assigned responsibility is broad in scope and the incumbent must proceed independently with day-to-day projects/studies, schedules, inspections, and coordination required assuring that work is satisfactory accomplished. Incumbent is relied on to independently interpret, organize and execute technical engineering aspects of assignments. Incumbent keeps supervisor informed of status of projects/studies and potential controversial issues having broad impact. Incumbent's recommendations and conclusions with respect to assigned area of responsibility are typically accepted as a basis for action. Review of work will be made as necessary to ensure effective and timely accomplishment of objectives and compatibility with other work. Completed work is also critically reviewed by other DPM/ORF components, given that facility maintenance and repair impacts all facets of facility management and by IC personnel affected by maintenance and repair projects/studies.

Factor 3: Guidelines

Administrative and engineering/technical guidelines are general in nature and include Federal, NIH, and ORF administrative policies and procedures and operational and maintenance manuals. The incumbent must frequently evaluate and solve unique operations problems; these problems require resourcefulness, flexibility, and adaptability to develop new strategies to solve them. As a result of his/her evaluations, the incumbent is expected to develop instructions and explanatory material to supplement and implement the established guidelines for any unique situations encountered. The incumbent initiates recommendations for changes to internal operating procedures as necessary and as supported by analysis.

Factor 4: Complexity

The work involves gathering information and data, identifying and evaluating issues/problems, and developing and recommending solutions to problems of maintenance and repair effectiveness and efficiency. Studies and consultations with operating personnel in the field effectiveness and efficiency. Studies and consultations with operating personnel in the field required that the incumbent extend traditional methods by modifying, adapting or developing new approaches to situations when required. The incumbent meets with various levels of management through NIH and with private sector contractors to determine which course of action should be taken with respect to various problems, studies, or programs. Additionally, the incumbent must negotiate with individuals to ensure their understanding of requirements and to resolve issues. Projects are complicated by such variables as conflicting goals and objectives; projected energy and cost effectiveness of maintenance and repair; the purpose, function, and complexity of different engineering systems; potential impact on research programs and employees' health and safety; budgetary constraints; changes in technology; and overall DES priorities. The tremendous volume and diversity of operations and maintenance data that is gathered, analyzed, organized, and correlated for each facility further complicates the position. Evaluating, revising, and updating detailed plans, goals, objectives, and budget for the long-range implementation and administration of the maintenance and repair program are frequently required.

Factor 5: Scope and Effect

The purpose of the work is to develop, execute, and manage critical functional components of the assigned functional component of the MEO's comprehensive facilities operations, maintenance, repair and alterations programs. a cyclical program that requires continuous evaluation and assessment to maximize facility and physical plant effectiveness and efficiency. The incumbent provides electrical, mechanical, and/or structural expertise related to maintenance, repair, alteration and upgrades of NIH facilities at different geographical locations and identifies, investigates, and analyzes operational problems and recommends and implements solutions. The incumbent's work efforts must be timely, satisfy the functional need, demonstrate an economical balance, and assure that adequate protection is provided without undo effect on mission funding and scheduling. The incumbent's actions, recommendations, and decisions directly affect the productivity, efficiency, and effectiveness of NIH physical plant operations and of NIH buildings

and facilities. The incumbent must assure that the cumulative effects of the numerous projects and properly integrated with existing and planned activities serving the entire facility. Therefore, the work affects the reliability, efficiency, economy, safety, and timeliness and suitability for intended use of the completed projects, in turn affecting patients, animals, research protocols, and NIH employees.

Factor 6: Personal Contacts

Contacts involve frequent telephone and face-to-face communication with a variety of individuals within DES/ORF (e.g., design and project engineers, industrial hygienists, tradesman, mechanics, operations supervisors, contracting officers, procurement specialists/clerks, space management personnel, safety and security personnel, etc.); within the IC's (e.g., Administrative Officers, Division Directors, research personnel, building managers, accreditation officials, etc.); and outside of the NIH (e.g., contractors, manufacturers' representatives, private engineering consultants, engineers with other government agencies, representatives of accreditation organizations, etc.). Contacts may occur in formal conference settings or in unstructured situations where the role and authorities of the parties may vary and the purpose and extent of each contact are defined by the circumstance.

Factor 7: Purpose of Contacts

Contacts are made for the purpose of providing and exchanging information; providing advice; coordinating work efforts; coordinating DPM efforts to maintain accreditation of NIH animal facilities and hospital; discussing technical facility requirements; resolving problems or conflicts; negotiating costs, agreements, and other issues; and forecasting and developing short- and long-range facility planning and resource requirements. Persuasion is often required to convince engineers, contractors, and other individuals who are skeptical or have conflicting interests and opinions to accept and implement recommendations and approaches.

Factor 8: Physical Demands

The work frequently involves field inspections away from the workstation. Inspections require moderate physical activity such as climbing on ladders, bending, stooping, squeezing through thigh places, etc. Occasionally, a change to work clothes is required.

Factor 9: Work Environment

Work is normally performed in an office setting, except when making field inspections, traveling to remote sites, and attending training assignments.